



October 23, 2014

FAC Spotlight: Revenue Successfully Rolls Out New Automated Revenue Collections System

The Department of Revenue (DOR) recently launched a new and improved version of its award-winning automated collections system. After six weeks it is proving successful and allows collectors to focus more on taxpayer service.

The new Computer Assisted Collection System for Government (CACS-G), implemented Sept. 2, features many new self-service options for filers and workload prioritization for staff in the Division of Tax Collections. Since the launch DOR has been vigorously monitoring the system and making adjustments where necessary.



"As with any process, we continually look for better and more effective ways to collect tax revenue that people owe the state," said Tom Miller, commissioner of the DOR,

an agency of the Finance and Administration Cabinet. "Technology is so important in the process and this new system should make it more convenient for the taxpayer and bring results."

Some of the new system's benefits include:

- ✓ Automation of many collection processes, such as filing liens, issuing levies and sending out the Final Notice Before Seizure notifications;
- ✓ A self-service Internet portal, making it more convenient for taxpayers to make payments or set up payment agreements;
- ✓ Automation to free up time for staff to concentrate on complex cases requiring more employee interaction. This is
- ✓ estimated to bring about a higher likelihood of success/ collection;
- ✓ Flexibility and a highly configurable workflow process,
- ✓ allowing DOR to better manage case flow including automated correspondence; and
- ✓ Improved ability to collect other state agency referred debt.

State Facilities Go Tobacco Free Nov. 20, 2014



The countdown begins as fewer than 30 days remain before state government facilities go tobacco-free. Pursuant to Executive Order 2014-747 all tobacco products or electronic cigarettes/vaping devices are banned from use in buildings or on the grounds of state facilities.

The Personnel Cabinet has put together a helpful website with all kinds of information including tobacco cessation resources. Go to <https://tobacco-free.ky.gov>.

The site also has an FAQ section and maps of various state buildings and their campuses with boundaries shown.



The Personnel Cabinet's Office of Diversity & Equality invites all senior

management staff, EEO & ADA Coordinators, EEO Counselors and HR practitioners to the 28th Annual Governor's EEO Conference on Thursday, November 20, 2014. The conference will be held at the University of Louisville Shelby Campus in Louisville.

This important conference provides some of the necessary training for HR management teams in the areas of EEO and Diversity. This year's conference theme is "Leading the Way" and training topics will focus on sharing information and insight on some of the commonly less understood issues that arise in workplaces.

For more information and to register, go to <https://personnel.ky.gov/Pages/eeoconference.aspx>.

"The increased efficiencies have allowed the department to improve its ability to collect delinquent debt that other state agencies have, but don't have the expertise or system to collect," said Mack Gillim, executive director of the Office of Processing and Enforcement. "While Revenue has been handling these collections for several years, the new system means we can better aid in collecting such debts as back child support, student loans and more."

The system was a collaborative effort of COT, DOR and vendor CGI Group, Inc.

Kentucky Housing Corporation Receives National Recognition

At the National Council of State Housing Agencies (NCSHA) annual conference this week in Boston, KHC was recognized for excellence for Scholar House!

ScholarHouse

Scholar House is an educational program with a housing and child care component. It is aimed toward single parents who want to earn a post-secondary degree in an area of their choosing. Upon finishing the program, the participant is better equipped to support their family, eventually becoming self-sufficient and independent of housing and public assistance.



L to R: Lori H. Flanery, secretary, Finance Cabinet; Rob Ellis, KHC deputy executive director, housing production and programs; J. Kathryn Peters, KHC executive director.

The NCSHA awards are for all state housing finance agencies, so to be recognized is quite an honor. Thank you to all staff who have worked to make the Scholar House program successful and worthy of national recognition, as well as to all staff who worked to submit the award entry.

Kentucky Recognized for Energy Efficiency Improvements

State lawmakers across the nation continue to take major steps to lower energy costs, reduce pollution, and save consumers money by increasing their states' energy efficiency, according to the findings of the 8th edition of the *State Energy Efficiency Scorecard* released today by the American Council for an Energy-Efficient Economy (ACEEE).

Kentucky was touted as one of the four most improved energy-efficiency states for 2014 according

to ACEEE along with Arkansas, the District of Columbia, and Wisconsin. Kentucky took notable steps to adopt a more efficient commercial building energy code. Arkansas pushed forward with strong utility programs. The District of Columbia and Wisconsin also saw upticks in energy savings.

Since 2009, Kentucky's Commonwealth Energy Management Control System (CEMCS) gives the Finance Cabinet a complete understanding of the energy consumed in CEMCS-enabled state-owned facilities – every minute of every day. See in real-time, month-to-month savings via the online tracking dashboard at www.kyenergydashboard.ky.gov.



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PERSONNEL MOVES

Jim Fowler, CIO, Commonwealth Office of Technology recently announced several changes in COT's management structure.

Shawn Thomas has assumed position of Director, ITSM (Information Technology Service Management). In his new capacity he will be responsible for management of the ITIL (Information Technology Infrastructure Library) philosophy and practices as implemented through COT's Customer Services, Change Management, and Asset Management branches.

David Mahoney has accepted the position as Director, Division of Technical Services. In this role he will be responsible for Database Administration Branch, the Systems Software Branch, the Enterprise Windows & Virtual Server Branch, and the Enterprise UNIX and Storage Branch.

Namrata Ramakrishna is Acting Branch Manager for the Database Management team replacing David Mahoney.

Krishna Mohan is now Director of the Division of Enterprise Architecture. In this new assignment he will lead the development of COT's Enterprise Architecture program and shape how Enterprise Architecture will influence decisions.

Roy Terry is doing double duty for a while. Roy continues to lead the Business Relationship Management Branch and has also assumed the responsibilities of Implementation Manager for the I.3 Program.

With Terry Stephens' retirement and until a permanent replacement is named as the Executive Director of the Office of Infrastructure Services, **Jim Barnhart** and **Janet Lile** are sharing this responsibility along with their current duties.